

English Lakes Hotels

Conference Terms & Conditions

1. Confirmation by Client

- All bookings are held on option until the client signs the contractual agreement. A legally binding contract will be formed upon acceptance and confirmation by both parties. If another enquiry is received before confirmation, the original client will be informed.
- Anticipated delegate numbers must be advised at the time of confirmation and will be identified as the minimum guaranteed number on the contractual agreement.
- Not less than 14 days prior to arrival, the client must provide final details including the rooming list (if applicable), final timings, menu choices, and any special instructions, including dietary requirements.
- The final invoice will be based on the final number or the minimum guaranteed number, whichever is greater, subject to permitted reductions outlined in Clause 7.

2. Deposit

- 2.1. A 25% deposit of the estimated total is payable on written confirmation unless credit terms apply.
- 2.2. Without a credit facility, full payment of the remaining balance is required 14 days prior to the event.

3. Billing Plans

Please select and confirm in writing one of the following billing options, including a purchase order number and invoice contact.

Note: These billing options do not override the payment requirements outlined in Clause 2 and Clause 4.

- 3.1. All charges on one account, with no limits or restrictions.
- 3.2. Main conference charges on one account; delegate extras billed individually and settled against the main account.
- 3.3. Main conference charges on one account; delegate extras billed individually and settled by delegates on departure.
- 3.4. All charges billed to individuals on arrival (including conference fees); company remains responsible until payment is secured. Unallocated rooms will incur full cancellation charges.

4. Credit Terms

- 4.1. The granting of credit is at the sole discretion of English Lakes Hotels.
- 4.2. All invoices must be paid within 30 days of the invoice date; a 3% monthly interest charge will apply to overdue amounts unless otherwise agreed in writing.
- 4.3. Any invoice queries must be raised within 5 working days of receipt. Disputed amounts may be withheld, but the remaining balance must be paid on time.
- 4.4. For events under £500, full pre-payment is required. A credit card is required to secure the booking.

5. Cancellation

If cancellation is necessary, it must be confirmed in writing. We will endeavour to re-let the facilities to reduce cancellation charges. Charges are based on the notice period prior to the event:

- Over 12 weeks: 25% of total contracted revenue
- 6 to 12 weeks: 50% of total contracted revenue
- 22 days to 6 weeks: 75% of total contracted revenue

- 21 days or less: 100% of total contracted revenue

Curtailments and postponements are treated as cancellations.

We strongly recommend that you arrange low-cost cancellation insurance to protect your event.

6. Cancellation Rebate

If cancellation is made more than 21 days prior to arrival (as per Clause 5), 50% of the charges already paid may be held as credit toward a future event at any English Lakes Hotel. This credit is valid for 6 months from the date of the cancelled event.

No rebate applies for cancellations or reductions within 21 days of arrival.

7. Reductions in Numbers

Delegate numbers may be reduced without penalty as follows:

- More than 6 weeks prior: Up to 20% reduction allowed without charge
- 15 days to 6 weeks prior: A further 10% reduction allowed without charge
- 14 days or less: 100% charge will apply to any reductions

8. Client Satisfaction

If you are dissatisfied with any aspect of our services or facilities during your event, please inform the Duty Manager immediately so we can resolve the issue promptly.

9. Cancellation by Hotel

English Lakes Hotels reserves the right to cancel or relocate the event if:

- The client enters insolvency, administration, or bankruptcy proceedings.
- The client breaches the contract.
- A force majeure event occurs (i.e. events beyond our reasonable control, such as natural disasters or government restrictions).
- The event poses a risk to public safety, disorder, or reputational damage.

In such cases, any deposits will be refunded, and no further liability will be accepted.

10. VAT

VAT will be charged at the prevailing rate on all goods and services.

11. Service Charge

An optional 10% food and beverage service charge will be added to your final invoice. This charge is fully distributed to our team and may be removed upon request.

12. Health & Safety, Licences & Statutory Requirements

Details of venue-specific licences, health and safety requirements, and operating terms are available on our website and form part of this contract. It is the client's responsibility to review and comply with these requirements.

13. Other Conditions

These terms apply to all English Lakes Hotels venues and may only be amended in writing with agreement by both parties.

14. Privacy Policy

We are committed to protecting your personal data in accordance with UK data protection laws.

View our privacy policy here: www.englishlakes.co.uk/privacy-policy